



Issues and Concerns

The Water Connection - January 1997

Tucson Water Rates Compare Favorably to the Rest of Arizona

Do Tucson Water's customers pay more for water than customers in other Arizona cities? The answer depends on how much water you use. The City's water rate structure is designed to encourage conservation, so customers who use a lot of water pay more for each gallon than customers who use less. But even for high use customers, rates are not the highest around.

Customers who use 1000 cubic-feet or less of water each month pay a rate that is mid-range for the state. Customers who use closer to 2000 cubic-feet per month, pay a higher rate - Prescott and Flagstaff residents pay more.

Rates vary widely among cities in Arizona, depending largely on their source of water, the age and size of their distribution system, the number of customers they serve, and the methods they use to pay for system improvements.

Call Tucson Water For Help in Saving Water and Dollars

Tucson Water has lots of free assistance and information for customers who want to reduce their water use and reduce their water bills. The Zanjero Program provides water audits for residential customers. The Department also has WaterSmart workshops on water saving landscaping, conservation kits, leak kits, and much more. Call (520) 791-4556 for more information. It's all free.

Chlorine in Our Water Protects the Public Health

There has been some public discussion recently about Tucson Water's chlorination of drinking water and suggestions that chlorine levels could be reduced by 90%.

The truth is that our groundwater is of good quality, but reduction of chlorine concentrations to one-tenth current levels would result in water that does not meet American Water Works Association standards.

Tucson Water's target chlorine residual at wells is 1 part per million. We welcome opportunities to reduce chlorine, as long as the microbiological quality of our water isn't compromised. We receive very few complaints about chlorine taste and believe that all of our customers want us to take the steps necessary to ensure public health.

Regional Cooperation Pays Off; Wins Approval From State Water Bank Board

Six local jurisdictions and agencies recently worked together on a plan to recharge excess CAP water in Pima County. The six jurisdictions proposed the plan to the Arizona State Water Bank as an alternative to a Water Bank proposal to use Pima County tax dollars to recharge CAP water in Pinal County.

Realizing that Pima County could not get groundwater back from Pinal County, representatives from Metro Water, Oro Valley, Marana, Tucson Water, Pima County and the Community Water Company of Green Valley submitted a plan that included four recharge projects in Pima County. The projects are: Pima County's Lower Santa Cruz project, Metro Water's Avra Valley project and Tucson Water's projects at Pima Mine Road and in Central Avra Valley.

The Water Bank's mission is to take all of Arizona's CAP allocation out of the Colorado River and store it for use in times of shortage.

Tucson Water appreciates the efforts of everyone who worked together to get the joint plan adopted and is committed to bringing all four projects on-line in time to accept water in 1997.

Tucson Water Expands Main Replacement Program

As a part of Tucson Water's commitment to improve customer service, deliver high quality water, and become as cost-effective and efficient as possible, the utility is greatly expanding its on-going galvanized steel main replacement program. These old, deteriorating, undersized galvanized mains have reached the end of their expected lifespan and require increasing maintenance. By replacing these mains, Tucson water can reduce maintenance costs, improve water flow, and provide you with better water service.

Out of 200 miles of galvanized steel mains which existed in 1993, more than 90 miles will have been replaced by July 1997. At least 35 additional miles of main will be replaced each year until all 200 miles are completed.

Customers in neighborhoods affected by one of these construction projects will be invited to a special neighborhood open house to learn about the project and will receive neighborhood progress reports during construction.

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